National Aeronautics and Space Administration

IT Talk

September / October 2011 Issue 5

IT Summit 2011

2011 IT Summit Steering Committee

IT Talk

September/October 2011 Issue 5

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In This Issue

Message from the CIO

By Linda Cureton

IT Summit – A Peak Experience

Well, we did it. On August 15, 16, and 17, the NASA IT community held NASA's second IT Summit, and I'm pleased to say it was a great success in many ways.

More than 1,500 attended — an excellent turnout. Many of the sessions were jam-packed. If you strolled the corridors, you saw quite a few signs saying, "Room is Full. Please pick another session to attend."

The speakers we heard were both brilliant and diverse. Conference-goers learned about a wonderful array of topics, from cloud computing, to NASA mission support, to the IT workforce of the future.

We had an Education Blast Off to get kids jazzed about science and technology, and a special luncheon where teenage girls met with successful professional women to establish mentoring relationships.

We celebrated, we handed out awards, some of us went to a creative thinkfest called TEDxNASA@Silicon Valley.

And we got noticed. We were picked up on Twitter and Facebook and blogs — at times the IT Summit was the most popular Twitter topic in both Washington and San Francisco. Thousands of people who couldn't be there saw the Summit livestreamed on video and the web. What's more, many sessions will be available for you to view online in the coming weeks.

Overall, it was a splendid event. My thanks once again to all the NASA folks who helped make it happen – and I hope we'll meet at the next IT Summit.

LimITless

IT-Futurist at Work, Playfully

What if there were no limits on IT? If IT were infinitely available, everywhere, what would we do with it, and what kind of world would that capacity produce?

That's the imaginative challenge that Tomas Soderstrom presented to his audience at a talk titled "LimITless — How to Satisfy the Upcoming Insatiable Demand for IT." Soderstrom is the IT chief technology officer at the Jet Propulsion Laboratory in Pasadena, Calif., which is managed for NASA by the California Institute of Technology.

Soderstrom's talk was part of the "Waves of the Future" discussion track at the Summit, and he left no doubt that he has an optimistic vision of the potential workplace of the future.

His motto is "to be able to work with anyone, anywhere, with any data, on any device, at any time." In fact, Soderstrom showed an entertaining ability to coin very cool aphorisms that seemingly point the way to a computer hacker's utopia.

Let's make "IT" a verb, Soderstrom told his listeners. It should stand for innovate together, implement together, invest together and inform together. "IT should eliminate limits, not create them."

He acknowledged that there are obstacles ahead: "It's hard to get rid of somebody's favorite tool," he said. "But a budget crisis helps." One goal, Soderstrom said, is to "spend less money on IT and more on mission."

Soderstrom laid out a provocative series of "what-ifs." "What if there were no limits on data size? What if there were no corporate policies? What if we could continuously, seamlessly blend what we need with what we have?"

Soderstrom made clear that he welcomed cloud computing as a great innovation. "The pervasive cloud is a new trend," he said. "The cloud is a total game changer. Bandwidth will increase, video conferencing will grow. Your workplace is wherever you are." On a busy day, he said, Netflix already takes 28 percent of the Internet's capacity.

Soderstrom also stated that he wanted to "encourage the eco-friendliest human behavior," but he consistently revealed the playful heart of a hacker-geek-futurist: "We're helping NASA by having fun. Our goal is to create a limitless environment."

2nd IT Summit Rocks San Francisco

NASA's Office of the Chief Information Officer held its second IT Summit in San Francisco on Aug. 15-17, and the overwhelming consensus among those who attended was that it was a very successful conference. More than 1500 people—most, but not all, NASA employees—came to the event, went to stimulating lectures and discussions about the problems and solutions facing NASA IT, networked with peers, and overall had an enjoyable and productive time.

CIO Linda Cureton, who convened the Summit, said "This event has been great, even better than our first IT Summit in Maryland last year. I'm certain that with the connections made here and the lessons learned, we'll make outstanding progress in our IT programs in the remainder of 2011 and in 2012."

Linda Cureton, NASA Chief Information Officer

The Summit had a stronger presence in social media and more real-time remote participation than any previous NASA conference. On Twitter especially, thousands of people "followed" the Summit and posted tweets (short messages) giving their reactions to the event. On Aug. 15, the opening morning of the Summit, online interest was so high that the Summit was the most popular Twitter topic in both San Francisco and Washington, D.C.

(L) Debbie Nguyen (JSC) and (R) Jessica Culler (AMES)

Digital signage specialists helped NASA communicators create a "video wall" in the central hall where attendees could simultaneously watch Twitter feeds, live coverage of the sessions, and conference schedules and announcements. In addition, new technologies — Remote Engagement and Turning Point — allowed both on-site and distant viewers to post comments and respond to quizzes.

The scene at the Marriott Marquis hotel, the Summit venue, was friendly and busy.

The Summit included some special features this year, including an "Education Blast Off!" for kids and a follow-on gathering called TEDxNASA@ Silicon Valley (see page 7).

IT Summit Co-chairs
(L) Karen Harper and (R) Lula Wright

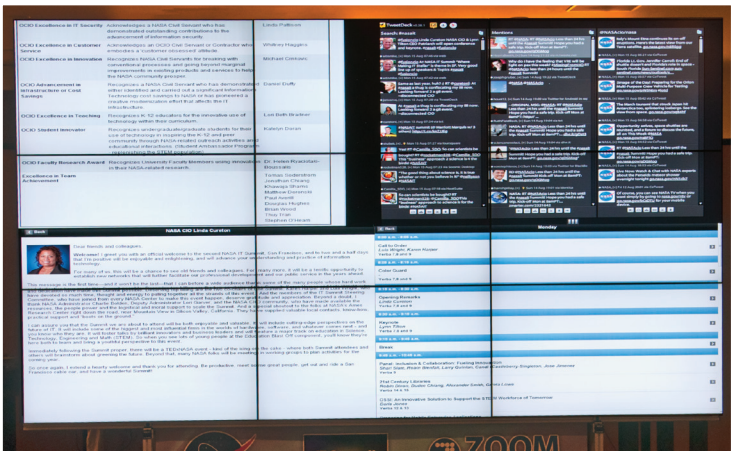
A special luncheon fostered mentoring relationships between successful professional women and teenage girls.

IT experts gave talks and panels on a great variety of topics, from Mission Support to IT Security to Customer Experience to Tomorrow's Workforce. Sessions on some of the hottest topics were filled to capacity and had to turn people away. Keynote speakers, who addressed plenary sessions, were Lynn Tilton, CEO of Patriarch Partners LLC; Kaplan Mobray, author and motivational speaker; Tim Campos, CIO of Facebook; Andy Jassy, senior vice president of Amazon Web Services; and Laverne Council, CIO of Johnson & Johnson.

Collaboration Via Word of Tweet…and Mouth

@jonverve Up for the #NASAIT Summit. Here's my strategy in geek: =MAX(NEW INFO + RELEVANT LESSONS + GREAT HALLWAY CONVO) + MIN(RAND VENDOR PITCHES)

More than a thousand Summit "tweeps" harnessed the power of social networking, and 140 characters, to share their lessons and perspectives with other attendees on the micro-blogging site Twitter.



The video wall: four screens in one

The Twitter handle @NASAcio (*twitter.com/NASAcio*) was the official twitter of the summit, which used the summit's hashtag, #nasait, to track, engage and facilitate conversations with summit attendees. According to Twitter, "The # symbol, called a hashtag, is used to mark keywords or topics in a Tweet."

And the hashtag was definitely used. It was reported in the twittersphere that roughly 8,000 tweets were tied to the Summit. And, #nasait became a top trending topic on Trendsmap (*http://trendsmap.com*) in a couple cities, such as San Francisco, the Summit's host city.

"@Joe_Estes I have suitcase full of #iPads, #iPhones, #AR googles and a 30" monitor. I must be going to the #nasait summit"

"Social media platforms like Twitter really provided insight into the summit experience from the attendees' perspectives. As the person tracking the conversations, it was really exciting, and sometimes funny, to see the 'buzz' building around the event. Twitter helped foster that energy and let it grow organically," said Debbie Nguyen, who managed @NASAcio throughout the summit. Nguyen is also a communications coordinator for NASA Johnson Space Center's Information Resources Directorate.

@SGTInc_Lindsey Giant media wall of tweets at the #nasait summit! *http://t.co/UjcPat3*

The summit also displayed all tweets related to #nasait on a large video wall, owned and operated by Zoom Digital Signage. Attendees could literally see their contributions, responses and discussions. There was steady traffic coming to the video wall of people looking for their tweets, and to see what others were saying about the same topic.

"Social media is more than just pushing information out – it is about having a two-way conversation, providing access and making connections. The success of the Summit's social media activities was definitely driven by collaboration. Thanks to @TEDxNASA, @SmashCaster (a talented group of California high school students), and the Open Forum Foundation, and everyone who tweeted," said Nguyen, "The tweets were more than just 140 characters. Together, they tell the story and lessons of this year's Summit, one tweet at a time."

More Notable Tweets:

@HireLianne Hey everyone, watch the livestream of the NASA IT Summit here (*http://t.co/QiwemzG*) or call in to participate in the discussion!: #NASAIT

@romeoch: You cannot put a price tag on interacting with people at conferences. #NASAIT #TEDxNASA cc @MuseumCN

@SGTInc_Lindsey "Share the good stories because those are the motivation for the young people." -LaVerne H. Council #nasait #sgtinc

@devoirf The process of innovation cannot eradicate the cultural influence of the people involved. "we live in a global dynamic world" -Lynn #NASAit

Tweeting by iPad

@datachick I love that #NASAIT Summit is Open for people like me to be part of. Fits well with the #OpenGovernment topic.

@prlig8s Dr. Klemmer: rapid prototyping and iteration is one way to over come fear of failure #NASAit

@stuart_e #NASAit Summit - Open Government - Transparency - notes from presentation *http://t.co/OvjT3X5*

@stubek #NASA released Nebula open source, the first bug was reported in 8 mins; fixed in 12 mins. 100+ companies participate today @eshagh #NASAIT

@alliewolff You cannot think the cloud through. You have to practice the cloud through. Jim Rinaldi #NASAit

@contemna Bless him for not saying "Facebook Gen" "@alliewolff: Larry Sweet: The Bottom Line: we need to enable the digital natives #NASAit"

@Camilla_SDO @stefam This was so fun. I had no idea who was at the other end. Turns out it's Charles and we know each other! #NASAIT http://t.co/SDntU9e

@SmashCaster SMASHCAST at the #NASAIT Conference *http://t.co/sMWzWhw*

@SmashCaster "If you want to lead, you gotta read!" "If you want to succeed, you gotta read" Wise words from Flygirl, and it rhymes!! #NasaIT

@NASAcio @spacesooner Go team #nasait & #TEDxNASA! Great collaboration to connect even more ppl & ideas. ///

Heard at the Summit

The 2011 IT Summit offered a wide range of topics across the internal and external IT landscape, particularly by expanding the number of panels in the Summit line-up. More than 44 representatives from academia, federal agencies, industry, and NASA centers and contractors participated in discussions on nine panels that ranged from Customer Service and I3P Services to Mission Enabling Technologies, Cloud Computing, and Data Center Consolidation.

Leland Melvin, Associate Administrator for Education

The panel Overcoming Leadership Challenges in Providing Technology Across Large Scale Missions saw moderator Sandy Peavy from the Department of Homeland Security in an interesting discussion with Andrea Norris from the National Science Foundation and Stennis Space Center CIO Dinna Cottrell. Tsengdar Lee led the NASA IT Chief Technology Officers in an exchange of thoughts and ideas surrounding Innovation and Technology Infusion at NASA. A panel with CIOs from the FBI, EPA, and HHS shared their thoughts on IT leadership in the panel Advise, Lead, Influence: Powered by Federal CIOs, and the panel Hanging Ten, University Style had moderator Kara Swisher from All Things D in an engaging discussion with University IT representatives from Santa Clara University and UCLA on IT trends viewed in a university environment. They discussed how the universities are managing the expectations of the growing population of digital natives bringing their own IT to campus. IT industry panelists from AT&T, Autodesk, Cisco, CSC, Deloitte Touche Tohmatsu Ltd., EMC, Google, HP Labs, IBM, Lockheed Martin, Research in Motion, and SAIC provided unique perspectives that examined Mission Enabling Technologies, Innovations with Impacts and Inclusion & Collaboration: Fueling Innovation.

IT Summit panel at work

JPL and JSC IT CTOs Tom Soderstrom and James McClellan hosted a lively panel, Cloudenomics 101 – What Cloud Computing Really Means for NASA, featuring cloud providers Amazon, Microsoft, and Nebula along with NASA leaders and cloud customers with extensive hands-on experience who discussed the near-term and long-term impact of Cloud Computing and its potential for NASA. The panel discussion became a birds of a feather event and continued well after the end of the day. True to Linda Cureton's original vision for the Summit, panel discussions contributed to the collaboration and sharing of ideas, working to bring the NASA IT community closer.

(Top) Pearls of Wisdom luncheon
(Bottom) Vernice "Flygirl" Armour with student

Pearls of Wisdom

During the IT Summit, NASA's Office of the CIO held a luncheon titled, "Pearls of Wisdom: Our Braided Lives." It was in support of a White House initiative to meet the challenges faced by U.S. women and girls. On March 11, 2009, President Obama signed an Executive Order to provide a coordinated Federal response to ensure that all Cabinet and Cabinet-level agencies consider how their policies and programs impact women and families. IT Summit Co-Chair Karen Harper organized the luncheon. It included women from NASA, business and industry, the Federal community, and academia. A group of high school–age women selected from various NASA summer education programs attended the event. The luncheon promoted mentoring through the sharing of "Pearls of Wisdom" between the professional women invited to participate and the female high school students.

Karen Harper
IT Summit Co-chair

Blast Off! and TEDxNASA@Silicon Valley Push the Envelope

NASA's IT Summit ended with two remarkable events that proved very different from our ordinary notions of what government-sponsored conferences are like — the Education Blast Off! and TEDxNASA@Silicon Valley.

On Aug. 17, more than 200 middle-school and high-school-age children gathered for an Education Blast Off! The series of presentations and special events was designed to excite young people and interest them in NASA, space flight, and more generally in Science, Technology, Engineering and Math (STEM).

Among the special events: interactive video demonstrations via NASA's Digital Learning Network of weightlessness in flight from the Johnson Space Center and microgravity live drops from NASA's Glenn Research Center in Ohio. Also on video, Associate NASA Administrator for Education and former astronaut Leland Melvin demonstrated, to the kids' delight, how to drink a floating water bubble with M&Ms while weightless.

Vernice "Flygirl" Armour, America's first African-American female combat pilot, gave the students a lively pep talk about how to persist in the face of failure and do things you never believed yourself capable of. To demonstrate how people can change, Armour changed clothes while on stage from a flight suit into a business suit. She told the kids time after time, "You have permission to engage!" — clearly conveying the message, you can engage in whatever you set your mind to.

Later that day, for Summit attendees still game for more stimulation, the unusual gathering "TEDxNASA@Silicon Valley/Extreme Green" was a great chance to hear path breaking ideas.

For the afternoon and evening, about 600 people — some from the Summit and some fresh faces — met and encountered speakers, performances and videos that went far beyond the typical conference agenda.

Esther Dyson served as Master of Ceremonies for the event. She's a longtime advocate of Internet freedom and chairs the Technology and Innovation Committee of the NASA Advisory Council. The event had an environmental theme, and included such remarkable presentations as:

- Ed Lu, a former astronaut, now with Google, proposed "the biggest

environmental project imaginable," which means "preventing the biggest disaster imaginable." Lu said that would be a large asteroid hitting the earth, such as the one that destroyed the dinosaurs 60 million years ago. "The odds aren't that small," Lu said — it's happened 50 to 100 times in the earth's history. Lu proposed that we humans create an early-warning system to find those asteroids early, so that a small rocket can push the asteroid out of the way. To find out more, see *b612foundation.org*.

- Fay Collier, who leads a NASA aeronautics research project called Environmentally Responsible Aviation, reminded the audience

that *aeronautics* is also a central NASA mission. Collier's group is trying to design a carbonless (i.e., zero-emissions) silent aircraft.

- Craig Venter, is a biologist who led

the first team to map the human genome. Venter's company, Synthetic Genomics Inc., has created the first synthetic cell. Venter said his goal is to build algae that convert CO2 in the atmosphere to the building blocks of fuel. In a territory the size of Arizona, Venter said, one could grow enough algae to solve the greenhouse gas-climate change problem. "That might not be a bad use for Arizona," he added.

- Film-maker Tiffany Shlain, a founder of the Webby awards, who proposed that we all "unplug"

one day a week (kind of like the sabbath), to slow down and reconnect with ourselves and our loved ones. See Shlain's short video on addiction to technology: *http://connectedthefilm.com/yelp*.

- NASA CIO Linda Cureton and Elsa Carvalho, together played a piano duet, Anton Diabelli's Rondo - Opus 163 no. 5. Four NASA

Centers—Ames, Dryden, Glenn and Langley—and the National Institute of Aerospace organized the event, which was the first TEDxNASA event on the West Coast. TED, which stands for Technology-Entertainment-Design, is a series of nonprofit conferences started in 1994 and devoted to putting creative ideas into public discussion. To learn more, see *http://tedxnasa.com/silicon-valley*.

IT Summit Award Winners

OCIO Excellence in Leadership

Recognizes an OCIO Civil Servant who has demonstrated foresight in leadership as well as modeled transformational leadership qualities at NASA.

Lula Wright

OCIO Faculty Research Award

Recognizes University Faculty Members using innovation in their NASA-related research.

Dr. Helen Ryaciotaki-Boussalis

OCIO Excellence in IT Security

Acknowledges a NASA Civil Servant who has demonstrated outstanding contributions to the advancement of information security.

Linda Pattison

OCIO Excellence in Innovation

Recognizes NASA Civil Servants for breaking with conventional processes and going beyond marginal improvements in existing products and services to help the NASA community prosper.

Michael Crnkovic

OCIO Excellence in Customer Service

Acknowledges an OCIO Civil Servant or Contractor who embodies a 'customer obsessed' attitude.

Whitney Haggins

OCIO Advancement in Infrastructure or Cost Savings

Recognizes a NASA Civil Servant who has demonstrated or identified and carried out a significant Information Technology cost savings to NASA or has pioneered a creative modernization effort that affects the IT Infrastructure.

Daniel Duffy

OCIO Student Innovator

Recognizes undergraduate/ graduate students for their use of technology in inspiring the K-12 and peer community through NASA-related outreach activities and educational interactions. (Student Ambassador Program - replenishing the STEM population)

Katelyn Doran

OCIO Excellence in Teaching

Recognizes K-12 educators for the innovative use of technology within their curriculum.

Lori Beth Bradner

Excellence in Team Achievement

Tomas Soderstrom
Jonathan Chiang
Khawaja Shams
Matthew Derenski
Paul Averill
Douglas Hughes
Brian Wood
Thuy Tran
Stephen O'Hearn

From left: CIO Linda Cureton, award winners Stephen O'Hearn, Matthew Derenski, Khawaja Shams. Tomas Soderstrom, and Deputy CIO Deborah Diaz. Not pictured: award winners Jonathan Chiang, Paul Averill, Douglas Hughes, Brian Wood and Thuy Tran. The award winners work at the Jet Propulsion Laboratory.

Group Achievement Award

Deborah Diaz
Grant Stoddard
Mike Bolger
Anthony (Tony) Anania
Karen Petraska

Award received for excellent work done to support the Agency Data Center Consolidation, including performing a manual inventory of data center assets using GIS and property data, the deployment of an automated tool to do IT asset discovery and application mapping and the deployment of a data center power monitoring capability.

The Making of the Summit, 2011

Pulling together an event like the NASA IT Summit is a lot like juggling 100 balls at once. The fact that the event came together without a serious hitch is evidence of months of smart planning and hard work by the 35-member Summit Steering Committee.

Pre-Summit setup

In the end, more than 1500 NASA employees, contractors, business people and other IT fans came together for numerous large and small presentations.

The planners dealt with a never-ending torrent of questions. How do we get the word out and build anticipation? Can we get Bill Gates? How many Summit souvenir shirts do we order? Can we get Cisco to donate network services? When do we close the registration window? The Steering Committee hashed out every detail in weekly group telecoms and innumerable side meetings.

Earlier this year, there was concern whether the NASA Office of the Chief Information Office would be able to hold a Summit due to budget constraints. But CIO Linda Cureton and allies in NASA effectively made the case that the Summit was a smart investment that could be combined with other needed face to face meetings.

IT Summit Co Chair Lula Wright and Steering Committee Member Kofi Burney

OCIO Photographer and Graphic Designer, Michael Porterfield

During the Summit, practical problems inevitably arose. The exhibitors hall—housing many valued business partners—was off to one side and getting almost no traffic! But with signs, announcements, tweets and (this was brilliant) moving the coffee and pastries right next to the exhibitors, the problem was solved.

And then, there was the slight hiccup when the Marriott lost all Internet connections. For a conference relying on Twitter, Facebook and live streaming video to reach the outside world, that was like turning out the lights. But the Summit's savvy social media team went to Plan B, and most spectators hardly noticed the gap.

In the end, for most attendees the Summit was productive, instructive, and a great place to network. Well done IT Summit Sterring Committee!

Get (In) on NASA Innovation!

By Brady Decker, CTO and Enterprise Architect for NASA Headquarters

Shhh! Do you hear it? That whisper is the sound of innovation flowing into NASA's collective consciousness. It's also what NASA IT Summit attendees heard in San Francisco, thanks to the NASA IT and Communications Division's sneak preview of a new program called (In)novations. Hosted by the NASA Headquarters booth at the Summit, the preview was a glimpse into the NASA Innovation Ecosystem. (The whispering voice, on the other hand, was the latest in ultrasound directed audio technology from the firm Audio Spotlight.)

(From left) CIO Linda Cureton, Victor Thompson, HQ Deputy Director and Deputy CIO & Deborah Diaz, NASA Deputy Chief Information Officer

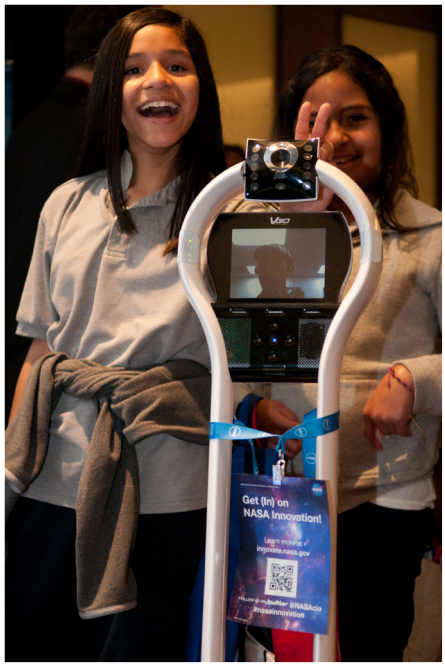
The NASA Innovation Ecosystem encourages agency-wide technology innovation through a holistic approach to information sharing and collaboration. It consists of a set of components designed to work together, to create a supportive environment for innovation to survive the entire life cycle and integrate into the agency. Without this balanced system, innovations are at risk of becoming merely "good ideas" (without staying power in daily operations) and withering away before implementation.

According to the consulting firm Booz Allen Hamilton, which is working with NASA on this project, the four cornerstones of a successful Innovation Ecosystem are cultivated relationships and governance, a physical showcase, a virtual collaboration space, and strategic communications. That is precisely what is on the horizon for NASA in the coming year.

The Innovation Ecosystem is a vehicle for cultivating external academic, industry, government, and independent innovator relationships as (In)novation Partners. The ecosystem also enables identification and vetting of emerging technologies and innovations for rapid integration into NASA.

Slated to launch this coming winter, (In) novations will be a physical showcase within the NASA Headquarters building. It will provide hands-on demonstrations of emerging technologies and innovations developed by NASA, the private sector, and the academic community. The showcase will promote innovation through social collaboration among scientists, engineers, and innovators around technologies mapped to the Office of the Chief Technologists' Technology Taxonomy. Those include not only IT innovations but also science and technology advances that will be helpful in NASA space missions.

The site innovate.nasa.gov is an open, web-based platform for introducing and collaborating on cross-cutting, mission-enabling, early-stage technology innovation. The web site, currently under construction, will also feature a more extensive, virtual version of the (In)novations technology showcase. The web site is expected to go live in September 2011, and the program should be operational at NASA HQ in November.



Kids chat with a robot

The (In) novations strategy is based on the belief that innovation in an organization follows a lifecycle. The goal is to educate and excite the NASA community and (In)novation partners about the Innovation Ecosystem, encourage participation and facilitate discussion.

Sneak previews held this year at the IT Summit, the Washington Convention Center and NASA Headquarters have served to increase awareness and foster excitement around these new approaches to innovation.

Education exhibit

After Summit, Working Groups Roll up Their Sleeves

Immediately following the conclusion of the NASA IT Summit at mid-day Aug. 17, a new phase of activity started, as 22 OCIO working groups met to plan activities and strategies for the coming year. The fact that the working groups were able to combine their meetings with their travel to the IT Summit was seen as a smart economy move during a period of tight budgets.

The working groups covered just about every area of interest to OCIO, with agendas set well ahead of time to maximize effectiveness.

The groups included:

- 508 Communities
- Center Enterprise Architects Working Group
- Center Information Technology Program Management Board (IT PMB)
- Center Librarians Community
- Center Records Managers
- Chief Technology Officer (CTO) Working Group
- Communication Services Working Group
- Deputy Chief Information Officers (DCIO) Board
- Information Architecture Working Group
- Information Technology Management Board (ITMB)
- IT Application Managers (ITAM)
- IT Infrastructure Integration Program ((I3P) Combined
- IT Security Managers
- Knowledge Management Community
- NASA Forms Management Community
- NASA Incident Response Community
- Network Architecture Community
- OCIO Strategic Communications Committee (OSC2)
- Postmasters' Community & NOMAD Customer Advisory Council
- Service Integration Management Working Group
- SharePoint Community
- Web Managers Working Group

Reception Welcomes Summit Attendees

After the first full day of the NASA IT Summit, Monday, Aug. 15, conference-goers were invited to a reception at a large ballroom on the Yerba Buena level of the San Francisco Marriott Marquis. The reception was hosted by NASA CIO Linda Cureton, and included a talk by the CIO as well as Summit organizers.

An unexpected development came during the grazing part of the reception, as a DJ cranked up a medley of Michael Jackson hits and a "flash mob" of about 25 dancers hit the floor, with a coordinated combination of jazz, rock, hip-hop and MJ dance moves. Who says feds don't know how to have fun?

IT "Petting Zoo" Returns to Summit

One of the highlights of the exhibit area at the IT Summit was the "IT Petting Zoo," a fun, interactive display area in which attendees of all ages could see, touch and have conversations with some of the most innovative consumer electronics industry has devised.

This was the third time that the Jet Propulsion Laboratory has organized a "petting zoo" for a NASA event. The zoo was open to visitors on Monday and Tuesday, Aug. 15 and 16.

Zookeepers were on hand in the exhibit area to guide visitors through the hands-on experiences, which included:

- Experiencing the Mars Science Laboratory and Eyes On The Solar System in 3D
- Playing with NASA mobile apps
- Video conference from mobile devices over 4G
- Controlling spacecraft models in the air
- Trying the latest smart-phones and tablets
- Exploring the future of video search
- Trying a 3D camera and watching 3D videos without glasses
- Experiencing smartphone videos through new video eyewear
- Experiencing Augmented Reality
- Experiencing interactivity on any surface, and
- Watching movies and presentations wirelessly through mobile projectors.

The IT Petting Zoo drew consistent crowds and was one of the most popular exhibits at the IT Summit.

I3P Update I3P Business Office Underway

The I3P Business Office (I3PBO) Implementation Team is developing processes and procedures for funding I3P contracts, reconciling invoices, and funds liquidations. Located at the NSSC, the new, consolidated I3PBO will transition this fall to support the I3P contracts. Responsibilities of the business office include: Budgeting and Resources Management; Administration and Reporting; and Contract Administration.

More updates for the I3PBO to come. For more information, please see: *https://www.nssc.nasa.gov/portal/site/customerservice*

End-User Services (ACES) Update

By John Sprague, End User Service Executive, Office of the CIO

The Agency Consolidated End-user Services (ACES) Wave 1 Centers (DFRC, GSFC, KSC, and HQ), will be receiving new computers within the next two months in support of the new ACES Contract. OCIO Strategic Communications Committee (OSC2) personnel from each Center will disseminate Deployment Messages to prepare the end user for the exchange of the Outsourcing Desktop Initiative for NASA (ODIN) equipment with new equipment. Shortly after this initial deployment, a general deployment with approximately 15,000 computing seats will be transitioning. Wave 2 (MSFC, NSSC/SSC, GRC, and JPL) and Wave 3 (JSC, LaRC, and ARC) Centers are scheduled to be complete by January 2012 and March 2012 respectively.

To the right is an excerpt from the Computer Seat Quick Reference Chart that displays the most common types of seats available to HQ users, under the End-user Services segment of the NASA I3P. These are the computers that will be typically required by a majority of users at NASA.

For users with special requirements, additional types of equipment and configurations are available. These alternatives include B-Seat (Build Seats), M-Seat (Modifiable Seats), and T-Computing Seat (Thin Client Seats).

For more information on ACES, please visit the I3P Web site at: *http://insidenasa.nasa.gov/ocio/i3p/ACES/index.html*

For questions at your Center, please contact your Center Integration Lead (CIL):

ARC: Susan Levine; DFRC: Russell Leonardo; GRC: Michael Heryak; GSFC: Esmond Marvray, Tamra Goldstein (alt.), HQ: Elaine Bowman; JSC: Robert Neil; KSC: Jeanne O'Bryan; LARC: Sue Lemon; MSFC: Terry Luttrell; SSC: Teenia Perry; NSSC: Tracy Patman.

	Seat	Photo	Details	
Windows Seats	**Windows Standard Laptop** HP ProBook 6560b		- Display: 15.6” - Weight: 5.4 lbs - Processor: Intel Core i5-2520M - RAM: 4 GB; Hard Disk Drive: 250 GB - Battery: 6 cell, 7-hour life	Windows 7
	Windows Lightweight Laptop Lenovo ThinkPad T420		- Display: 14.1” - Weight: 4.53 lbs - Processor: Intel Core i5-2520M - RAM: 4 GB; Hard Disk Drive: 250 GB - Battery: 9 cell, 9-hour life	
	Windows Ultra Lightweight Laptop Dell Latitude E6320		- Display: 13.3” - Weight: 3.64 lbs - Processor: Intel Core i5-2520M - RAM: 4 GB; Hard Disk Drive: 250 GB - Battery: 3 cell/6-hour life	
	Windows Tablet PC HP EliteBook 2760p		- Display: 12.1” - Weight: 3.97 lbs - Processor: Intel Core i5-2410M - RAM: 4 GB; Hard Disk Drive: 250 GB - Battery: 6 cell, 6.5-hour life	
	Windows Desktop Lenovo Think Centre M81		- Display: Uses existing Dell 24” desktop monitors at NASA HQ - Processor: Intel Core i5-2400 - RAM: 4 GB - Hard Disk Drive: 500 GB	

	Seat	Photo	Details	
Macintosh Seats	**Macintosh Standard Laptop** Apple MacBook Pro		- Display: 15.4” - Weight: 5.6 lbs - Processor: Intel Core i7-2635QM - RAM: 8 GB; Hard Disk Drive: 500 GB - Battery: 77.5 watt-hr, 7-hour life	Macintosh OSX 10.6 “Snow Leopard” *
	Macintosh Standard Laptop Apple MacBook Pro		- Display: 13.3” - Weight: 4.5 lbs - Processor: Intel Core i7 - 2.7GHz Dual Core CPU - RAM: 4 GB; Hard Disk Drive: 320 GB - Battery: 63.5 watt-hr, 7-hour life	
	Macintosh Ultra Lightweight Laptop* Apple MacBook Pro Air		- Display: 13.3” - Weight: 2.9 lbs - Processor: Intel Core 2 Duo - RAM: 4 GB; Hard Disk: 128 GB SSD - Battery: 35 watt-hr, 5-hour life	
	Macintosh Desktop Apple iMac		- Display: 27” (CPU is built-in to the monitor) - Processor: Intel Core i5-2500s - RAM: 8 GB - Hard Disk Drive: 1 TB	

** The Apple MacBook Pro Air, running Lion OS, does not fully conform to the Minimum Hardware and Software Interoperability Standards (NASA-STD-2804 and NASA-STD-2805), and cannot support use of smartcards, encryption of data at rest, and as of August 25, does not support encryption of e-mail. You should not order a Mac Ultra Lightweight laptop if:*

- *You use smartcard-mandatory systems such as NCAD's DRA tool, ASUS Dashboards*
- *You use your smartcard to access your Center's Virtual Private Network (VPN) (HQ, MSFC)*
- *You use your smartcard to access the Integrated Collaboration Environment (ICE)*
- *You exchange encrypted e-mail.*

You store sensitive data on your laptop. In general, this affects people in these disciplines:

Human Resources Specialists
Procurement Specialists
Financial Management Specialists/Resource Analysts
Security Specialists
Supervisors
Project/Program Managers

National Aeronautics and Space Administration

Office of the Chief Information Officer
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